

## LICENSE AND COLLECTIONS SUPERVISOR

# Purpose:

To actively support and uphold the City's stated mission and values. To plan, organize, supervise and participate in a variety of technical duties related to the City sales tax and specialty business licensing and revenue collection functions; to interpret applicable laws, ordinances, codes and policies; and to provide technical staff assistance to Finance and Technology Department management.

# **Supervision Received and Exercised:**

Receives general direction from the Budget Manager or from other supervisory or management staff.

Exercises direct supervision over clerical and technical staff.

### **Essential Functions:**

Duties may include, but are not limited to, the following:

- Develop, implement, review and administer goals, objectives, policies and procedures;
- Direct, plan, prioritize, assign and review the development of work plans; work assignments, projects and programs; monitor work flow; and review, evaluate and approve work products, methods and procedures of staff involved in enforcing and processing municipal license code, permit requirements and revenue collection activities;
- Evaluate operations and activities, implement technical and operational improvements and modifications; demonstrate continuous efforts to improve operations, decrease turnaround time, streamline work processes, and provide quality customer service;
- Prepare, review and edit a variety of reports on operations and activities;
- Select, train, motivate and evaluate personnel; provide or coordinate staff training; work with employees to correct deficiencies;

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License and Collections Supervisor (continued)

- Attend inter-City or state sponsored meetings involving licenses, collections or sales tax;
- Prepare and administer the budget; prepare estimates for budget recommendations, staffing, equipment, materials, and supplies; and submit justifications for budget items;
- Recommend and prepare proposed changes in City laws, ordinances and regulations; and assist attorneys and management with changing codes and ordinances;
- Analyze and monitor new and proposed legislative changes to taxes, licensing and related permit activities to determine operational impact on City processes;
- Assure prompt collection, oversight and deposit of monies; monitor records of tax payments and receivables to determine delinquencies and discrepancies; contact taxpayers and citizens who are delinquent to determine liability of amount owed; and collect delinquent payments or make acceptable agreements for payments;
- Contact local businesses to determine if privilege licenses have been obtained or to resolve special collection problems; and identify new businesses subject to taxation as sources of revenue;
- Recommend, review and approve a variety of permits, liens, assessments, waivers and write-offs;
- Work with attorneys, police department, city departments and other appropriate government agencies relevant to collection problems, business licensing and code enforcement;
- Answer questions and provide information to the public pertaining to sales tax and licensing matters by phone, in person or by correspondence; investigate complaints and recommend corrective action as necessary to resolve complaints;
- Perform related duties as assigned.

### **Minimum Qualifications:**

#### **Experience:**

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Four years of increasingly responsible sales tax license, audit and or revenue collection experience, including at least two years of supervisory experience, preferably in a public agency.

#### **Education:**

Equivalent to a Bachelor's degree from an accredited college or university with major course work in accounting, business administration or degree related to the core functions of this position.

### Licenses/Certifications:

None

### **Examples of Physical and/or Mental Activities:**

- Operate city vehicles (auto or truck)
- Operates computers, calculators and other office machines
- Considerable reading and close vision work
- May require working extended hours
- May work alone for extended periods of time

### **Competencies:**

(Pending)

Job Code: 364

Status: FLSA Exempt / Classified